

Complaints Department,
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By hand

April 29, 2025,

Dear Sir,

On April 21, I purchased two PNY 256Gb memory sticks from your Penge store. Two days later, I realised one of the sticks was defective so returned it the following day. I was asked to produce a receipt. I had disposed of this receipt the previous day; generally I keep receipts only until the purchase shows up in my on-line bank statement. When I said I did not have a receipt, the assistant said she could not give me a refund. I told her the purchase would be on her system; she said it would not and gave me a slip with a phone number on it: 0345 640 3030.

I phoned this number to no avail. I also used the on-line help, again, to no avail. No receipt, no action.

On April 25, I realised the second memory stick was useless too. I have had problems with memory sticks before, most people have. Occasionally, one will be defective but two is a bad sign. The following day I returned both disks and took a print out from my bank statement as proof of purchase (attached). As you can see, I made another purchase on April 24 (dated April 25); this was for a different brand of memory stick, slightly more expensive but functioning perfectly.

Again, the staff refused me a refund and told me the purchase would not be on the system. Frankly, I do not believe this. In October 2023, I purchased a new oven from the same store; it took a couple of weeks to deliver so clearly the system does keep records.

I am writing to demand a full refund upon which I will gladly return both defective sticks to the store. I also require compensation for my lost time and effort, at least £30. I also want an apology in writing.

If I do not receive all three within 28 days, I will take the matter further, in the first instance by reporting Argos to the local trading standards for selling defective goods and refusing the refund as per the *Consumer Rights Act 2015*.

Yours Sincerely,
A Baron